

Milan George

📍 London, United Kingdom ✉ milangm89@gmail.com ☎ +44-7405599598 🌐 in/milangeorge 🌐 milangeorge.com

SUMMARY

Dynamic DevOps Engineer with extensive experience in containers, CI/CD, and cloud computing. Proven ability to optimize workflows, enhance system reliability, and accelerate time-to-market. Strong problem-solving aptitude and expertise in automation, driving efficiency and innovation in development and operations.

EXPERIENCE

Site Reliability Engineer | Direct Line Group PLC

August 2022 - Present, London, United Kingdom

- Managed AWS infrastructure for the Motor platform in multiple environments to ensure reliable, secure operation.
- Migrated 80% of legacy AWS infrastructure to a Terraform-based IaC setup, implementing GitOps pipelines to increase deployment speed and reduce manual intervention by 30%.
- Achieved 10% cost reduction in infrastructure expenses by migrating workloads to optimized instance sizes and removing unused backups.
- Managed and maintained CI/CD pipelines for containerized applications on EKS and ECS, ensuring seamless deployments and high availability across environments.
- Developed Terraform modules from scratch and authored Ansible playbooks to automate configuration management for legacy applications, enhancing consistency and reducing manual effort.

Site Reliability Engineer | Amnic Technologies Pvt Ltd

February 2022 - July 2022, Bengaluru, India

- Architected a scalable logging platform and data pipelines with Kafka as a buffering layer, handling millions of log events per hour for improved data flow.
- Configured Cortex to scale the observability platform, supporting real-time insights for dozens of critical services.
- Developed comprehensive monitoring solutions with Cortex, Prometheus, and Grafana, enabling proactive incident management and supporting the product.

Senior DevOps Engineer | Vedantu Innovations Pvt Ltd

November 2020 - January 2022, Bengaluru, India

- Built a complete observability stack with Prometheus, scaling it effectively with Thanos to ensure robust monitoring across environments.
- Developed a centralized logging solution using the ELK stack, enhancing log visibility and troubleshooting efficiency.
- Architected and deployed the entire tech stack in AWS with Terraform, ensuring a consistent and reliable infrastructure setup.
- Configured Kubernetes deployments with GitLab CI and ArgoCD for automated, streamlined application rollouts.
- Managed Kubernetes infrastructure with FluxCD, enabling continuous updates and maintaining infrastructure as code.
- Successfully migrated legacy applications to a scalable Kubernetes environment, improving resource efficiency and reliability.

Site Reliability Engineer | Noon Academy (NEDU Technologies Pvt Ltd)

November 2018 - October 2020, Bengaluru, India

- Designed, managed, and maintained scalable infrastructure in AWS, optimizing resource utilization to support high availability and resilience.
- Deployed and managed applications in Kubernetes clusters, creating Helm charts to streamline containerized application deployments.
- Automated infrastructure provisioning and configuration using Terraform and Ansible, reducing manual efforts and improving consistency.
- Developed Python scripts to create tailored solutions for infrastructure automation and enhanced functionality.
- Provided on-call support, troubleshooting Jira issues and ensuring quick resolution of critical incidents.
- Implemented a scalable ELK-based logging solution, improving visibility into infrastructure performance and facilitating proactive issue detection.

DevOps Engineer | OlaCabs (ANI Technologies Pvt Ltd)

April 2017 - October 2018, Bengaluru, India

- Managed and optimized AWS infrastructure for Ola and Foodpanda, supporting hundreds of servers to ensure high availability and scalability.
- Designed and implemented AWS infrastructure for a third-party gaming app, seamlessly integrating it with Ola's driver application to expand service offerings.
- Monitored system performance using Sensu, AWS CloudWatch, and New Relic, identifying and resolving issues to maintain reliability, while managing incidents and supporting root cause analysis to minimize service impact.
- Automated IAM user provisioning for OpsWorks stacks with a custom tool, reducing access provisioning time by 70%.
- Responded to critical issues with PagerDuty and New Relic escalation, decreasing mean time to resolution and maintaining network performance to meet SLA commitments.
- Participated in the OLA Hackathon 2018, contributing to a User Access Automation project with bash scripts, enhancing process efficiency.

Systems Engineer | Diya Systems Pvt Ltd

October 2015 - March 2017, Mangalore, India

- Collaborated effectively with the Plesk Global Support Team, adhering to ITIL framework to enhance system support and service delivery.
- Allocated daily tasks and workloads to team members based on project demands, ensuring efficient workflow management.
- Enhanced team performance by implementing data-driven progress tracking.
- Delivered technical support and resolution for Plesk issues using multi-channel communication including voice, email, and chat.
- Resolved complex server incidents by applying advanced troubleshooting techniques, reducing server downtimes.
- Collaborated with development teams to escalate and resolve product issues using JIRA and hence enhanced the product stability.

Systems Engineer | Witzelsys Server Technologies Pvt Ltd

October 2014 - October 2015, Cochin, India

- Diagnosed and resolved DNS, FTP, Apache, MySQL, and mail server issues on cPanel and WebsitePanel servers, ensuring consistent service availability.
- Conducted quality assurance for deployed servers, including Apache and PHP installations, to maintain reliable server performance on Linux environments.
- Identified and fixed application bugs across Linux and Windows servers, resolving issues with domain configurations, mail accounts, and network connectivity while securing the environment.
- Addressed issues with web servers (Apache, IIS, Nginx), mail, FTP, and web hosting control panels, supporting seamless application performance on both Linux and Windows servers.
- Mitigated performance bottlenecks to maximize uptime and optimize server performance across hosting environments.
- Enhanced system reliability by implementing security protocols and automating backup processes on production servers, reducing data recovery time.

Systems Engineer | Metclouds Technologies Pvt Ltd

April 2013 - October 2014, Cochin, India

- Configured and managed LAMP servers, ensuring optimal performance and security across environments.
- Administered Linux and Windows servers in AWS, handling deployment, maintenance, and scaling.
- Proactively monitored servers and resolved issues to maintain consistent availability and uptime.
- Secured and hardened Linux servers for production, implementing best practices for enhanced protection.
- Installed and managed firewalls to reinforce network security and prevent unauthorized access.
- Performed service installations, upgrades, and migrations to support production server stability and functionality.

EDUCATION

Bachelor of Technology in Electronics and Communication Engineering | TKM Institute of Technology

Kollam, India, 2011

CERTIFICATIONS

Certified Kubernetes Administrator(CKA) | CNCF

2021

Redhat Certified Administrator(RHCE) | Redhat Inc

2012

SKILLS

Technical Skills: **Kubernetes**, **Containerization**, **Observability**, ELK Stack, **Prometheus**, **Grafana**, DevOps, **Terraform**, CI/CD, **GitOps**, Jenkins, **Ansible**, **AWS**, Python, Shell Script, **Linux**, TCP/IP, Networking, Virtualization, Red Hat, **Helm**, ArgoCD